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ABSTRACT

Designed to provide information on public library services to the handicapped, this pamphlet contains case studies from three different countries on various aspects of the provision of audiovisual services to the disabled. The contents include: (1) "The Value of Audiovisual Materials in a Children's Hospital in Sweden" (Lis Byberg); (2) "Danish Use of Audiovisual Materials in Public Library Services to the Blind and Other Groups of Handicapped in Reading" (Bodil Pors); and (3) "Audio and Tactile Books for Blind and Physically Handicapped Individuals in the U.S.A." (Frank K. Cylke, David Kameras, and Martha Robinson). The last paper includes information about the organization and services of the National Library Service for the Blind and Physically Disabled, a Library of Congress program. (JB)

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AV in action

Audiovisual media and the disabled

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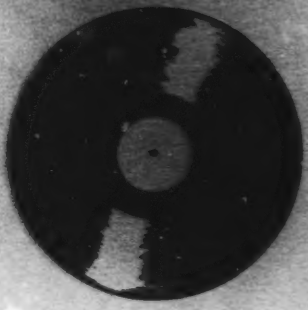

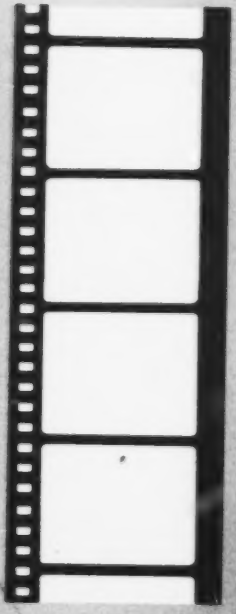

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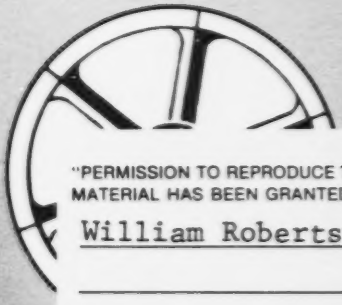

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AV in action 1

Audiovisual media and the disabled

edited by
The IFLA Round Table on Audiovisual Media

The Hague, Nederlands Bibliotheek en Lektuur Centrum, 1982

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4

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INTRODUCTION

Audiovisual media and the disabled

There is no reason why people who are handicapped should not make greater use of the public library service. Access to audiovisual materials can help those who are disabled, those who are patients in hospitals and those who are prevented, for one reason or another, from making full use of normal public library services. The provision of a variety of non-book formats can enrich the lives of many who are disabled, so helping them to become more self-reliant and, in some instances, providing an alternative form of education.

A public library exists to serve the community in which it is based, and consequently the needs of all members of that community - the old and the young, the able and the disabled, the gifted and the backward - should be accommodated. The inclusion of audiovisual materials means that a public library is consequently able to reach out to those sections of the community for which the traditional print-based services have little or no impact.

The Round Table on Audiovisual Media has decided to publish a series of booklets on different aspects of audiovisual provision in public library services. These booklets contain case studies from different countries. As we leave the 1981 International Year for Disabled Persons behind us, it is important that the Round Table on Audiovisual Media should endorse the view that efforts to improve library services for the handicapped should continue.

Anna-Maria Kylberg
Chairperson, Round Table on Audiovisual Media.

Contributors

Lis Byberg is the Children's Librarian in Stockholm Public Library in Sweden and she shares with us her long experience of library provision in a children's hospital and the value of audiovisual materials in her work.

The Danish librarian, *Bodil Pors*, who is active within IFLA's Hospital Libraries Section, deals with the provision of non-book materials in public library services to the blind and handicapped members of our society.

Frank Kurt Cylke, David Kameras and *Martha Robinson* all work for the National Library Service for the Blind and Physically Handicapped which is a Division of the Library of Congress in Washington, USA. They describe the centralised provision of audio and tactile books in their country.

Contents

The value of audiovisual materials in a children's hospital in Sweden 7
by Lis Byberg

Danish use of audiovisual materials in public library services to the blind of handicapped in reading 13
by Bodil Pors

Audio and tactile books for blind and physically handicapped individuals in the U.S.A. 23
by Frank Kurt Cylke, David Kameras and Martha Robinson

The value of audiovisual materials in a children's hospital in Sweden

by Lis Byberg

Introduction

St. Goran's Hospital in Stockholm, Sweden, has 200 beds and is exclusively a children's hospital with medical, surgical and psychiatric wards. The patients' ages range from 0 to 17 years and the average stay is five days because of the policy to keep children as short a length of time as possible in hospital. Some patients - particularly in the medical wards - are chronic cases and may therefore stay much longer. Most patients are incapacitated for only a short period of time, for example, after an operation or after breaking a leg or arm, or because of serious burns. However, there are also children who have suffered from brain damage after a fall from a tree or as a result of a traffic accident or even from damage suffered at birth. Some of these cases can be trained to become 'normal' again, but others will always remain handicapped in some way.

The hospital library is centrally situated, within easy access of the hospital school and the 'play therapy' area. The following statistics indicate the size of the library and the extent to which it is used:-

Stock figures (1981)	5,100	books
	800	audio cassettes
	300	gramophone records
	105	art posters
	40	slide sets
	20	talking books
Loans (1981)	30,000	books
	5,000	audiovisual items
Staffing	1.5	librarians
	0.5	library clerk

In addition, there are 45 tape recorders which can be used on the wards.

Audio materials

From the very beginning, in 1973, audiovisual materials have been an integrated part of the library service to patients. The most popular format is the audio cassette, and recordings of music, fairy tales and children's songs are stocked. There is a wide range of music, from the serious classical music to jazz and pop songs. The latter are, of course, the most in demand, but all kinds of music are borrowed and used.

Examples of how audio cassettes can be used in hospitals demonstrate their value not only to the patient but also to the nursing staff.

a The staff in the psychiatric wards often use classical music to soothe children and to help them relax. Parents also use this type of music to calm children with brain damage.

b Occasionally children from the psychiatric wards visit the library in order to listen to music, but in such instances it is advisable that they are accompanied, for example, by a nurse or a warden. On one occasion, a young girl wanted to hear the 5th Symphony by Beethoven, and after a short time she was found to be crying. The music had begun some process of relaxation within her and this was probably a good sign.

However, there is a danger that a child might listen to music (or fairy tales) in order to escape from reality, and this should be avoided. One small boy would visit the library every day to listen to Herge's *Tin-tin* through head-phones. This was a misuse of audiovisual materials as it did not help his progress. Nevertheless, children are still allowed to come to the library and listen through head-phones, although staff are more conscious of the problem. It is interesting to note that small children often find head-phones frightening and therefore prefer to listen through the loudspeakers. Teenagers, on the other hand, always choose head-phones.

c Talking books are provided for use by blind and visually handicapped children - although there are relatively few in the hospital at any one given time. Consequently, they are used mainly by physically handicapped children who cannot hold a book in their hands or who are unable, for one reason or another, to read normally.
The hospital library houses a collection of talking books from the Swedish National Library for Talking Books and Braille, but it also has a small collection of its own. However, because talking books are produced specifically for blind and visually handicapped

people, there are certain restrictions as to who may use them.

d The audio cassettes are, of course, very important to immigrant children who do not speak Swedish and whom the nurses have a difficult task in calming down. 1/5 of the audio cassettes are in immigrant languages. The happiness of a small boy and his mother when we brought them a fairy tale in Turkish is something to remember for a long time.

Visual materials

a *Slide sets*. These are mainly picture book slides which at one time were used in connection with the story-telling hours in the library. Now the practice has changed and there are no official story-telling sessions in the library, because of an alteration in visiting regulations. Not so long ago parents could visit only once a week, or at most for one hour each day. Now, it is possible for them to stay in the hospital both day and night, if necessary. As a result, it is seldom that the library staff have to read aloud to the children, as their parents (or the nurses) do so instead. This also means that the library staff have more time for other pressing duties. Parents or staff will often fetch the slides and projectors to be used in the wards. Many of the slide sets have accompanying texts, but there are also some which have a taped commentary, and these are especially useful with immigrant children who have difficulty with the Swedish language. Slide sets provide a break in the routine life of a hospital. Children find visual images stimulating, particularly if they have problems in concentrating on a text. 9

There is another related advantage in the use of slides in a hospital. If it is necessary to sterilize the belongings of a patient, staff prefer slides and cassettes to books, simply because they are easier to clean and disinfect.

b *Art posters*. These are used mostly with two particular groups of children. There are those who stay in hospital for a long period of time and who wish to personalize their rooms, and those children with whom, because of language or other problems, it is difficult to communicate. Some children with concentration problems also have difficulty in listening to cassettes or looking at slides. Posters displayed on the walls of their rooms provide a focus point for their attention. It is well-known that a picture on the wall can jolt a patient into remembering incidents, besides providing a topic of conversation for staff and visitors. This may sound strange, but the clinical and unnatural surroundings of a hospital ward often make the start of a conversation difficult.

The poster collection covers many subjects. In order to help children with their speech and also with their thinking processes, many educational posters are provided. There are pictures of animals, reproductions of famous paintings, views of castles and well-known buildings, amongst many other topics. It is hoped that, in future and when funds are sufficient, it will be possible to acquire original paintings and examples of graphic art to add to the collection.

c *Films*. Films are shown once a week in the library, where there is a 16mm film projector. This is a popular and attractive form of entertainment and the nursing staff are encouraged to bring patients to the library for these shows. It also provides an occasion for children from different wards to meet one another. The importance of providing new, attractive and interesting material cannot be underestimated. When a child has been ill or in hospital for a long time, it is not unusual for him/her to be reluctant to leave the ward. One particular case which illustrates this point concerns a boy who was in hospital for six months, a victim of a tram-car accident which resulted in his having one leg amputated. For a long time it was uncertain as to whether it would be possible to save the other leg. The boy suffered greatly and was very much afraid. It was impossible to move his bed as the slightest movement caused him pain. The break-through came when the library put on a particularly popular film. The boy allowed the nursing staff to move his bed down to the library. This was his first visit (in six months) outside the ward and it marked a turning-point in his progress.

Equipment

Head-phones and loudspeakers

At one time each ward had its own cassette player. Nowadays the library is responsible for the purchase of all equipment, its maintenance and, when necessary, its replacement. This centralised system has been most successful. Staff from the wards contact the library and request audiovisual materials and equipment in the same way as they do for books. Head-phones are not used in the wards. Each ward has a maximum of four beds and the children listen to tapes and records which are relayed through speakers. The decision not to use head-phones is a conscious one, because it is considered important that children do not isolate themselves when in hospital. The staff want the children to listen as a group, and even their parents must listen with them. The only time head-phones are allowed in the ward is when a child shows extreme difficulty in concentration. It is,

however, possible to listen to gramophone records and cassettes through head-phones in the library - and it is also recognized that children would also like to use them in the wards. Nevertheless, policy is against this practice.
Obviously it is not logical to use head-phones in one part of the hospital, i.e. the library, when they are forbidden in the wards. The reason is a practical one. The library is so small that if one person listens using the loudspeakers, then everyone else in the room must listen also. This is a real problem when there is a variety of age groups present, for a six year old, a twelve year old and a teenager of seventeen will all have different interests.

Playback units
Staff have had lengthy discussions about the quality of cassette players which are used in the wards. It was finally decided, through a process of trial and error, to use the small, portable and relatively cheap players which could be placed on a table. Experience has shown that a cassette player will last only between two and three

11

At the Helsingborg hospital library audio-visual media help the librarian to follow up activities in the children's wards such as this group of music theatre performers.
Helsingborg hospital library is one of the best in Sweden and is situated in southern Sweden. The hospital is a very modern one and services the city of Helsingborg with its 120,000 inhabitants.

years, on account of the very heavy wear and tear it has to endure. In contrast to private use, where perhaps only two or three people might handle a machine, there may be as many as a hundred people who will switch the player on and off during the course of one year. Also they may often try to insert the cassette the wrong way! Usually it is the parents who fail to operate the players correctly as even the smallest child in Sweden seems knowledgeable concerning this type of electronic equipment. It is realised that these small cheap cassette players are not ideal for music, particularly classical music, but first class hi-fi equipment is provided in the library for such use.

Projection equipment

Small slide projectors have been acquired for use by the children. The projectors are equipped with a fan, which is an important consideration, in order to avoid the risk of getting burnt when operating the equipment. Screens are not necessary in the wards as most walls are white and can therefore be used for projection purposes. Alternatively, a white blanket or cloth can be used to provide a makeshift screen.

Conclusion

It is essential to realise that in a children's hospital it is very important to use whatever means are available to reach the minds of children, in order to get them to react to stimuli, and to persuade them to attempt what might seem the impossible. In many instances, audiovisual materials are extremely appropriate and they are stocked for this very reason. They not only complement a library's book-stock, but also have a value of their own.

Danish use of audiovisual materials in public library services to the blind and other groups of handicapped in reading

By Bodil Pors

The range of information, learning, experience and imagination provided by the public library has traditionally been made available in printed form through books, periodicals and newspapers. Handicapped children and adults, however, make special demands on the way these materials and services are developed and exploited. Printed materials such as large-print books, picture books and easily read texts meet the needs of some groups; for others, audiovisual materials can provide the means whereby access to the library's resources is possible.

Under the terms of the current Danish Public Libraries Act libraries can provide audiovisual materials for public use and many libraries have acquired such materials for stock. At the instigation of the State Inspection of Public Libraries (Bibliotekstilsynet) a series of reports was published during the 1970s concerning library services to various groups of handicapped persons whose needs require special consideration, namely the blind and partially sighted[1], hospital patients[2], residents in Nursing and Old Peoples' Homes, together with handicapped people living at home[3], and those many different groups which have reading problems[4]. The reports point out that the sound and video recording of printed materials must be a necessary prerequisite if the needs of these groups for reading matter and information are to be met.

The blind

Library services to the blind are looked after centrally by the State Library and Printing House for the Blind (Statens Bibliotek og Trykkeri for Blinde), which is responsible to the Ministry for Social Affairs (Socialministeriet). The Library produces and distributes books and periodicals on tape and in braille. Those who are eligible to borrow are the blind, the partially sighted and others who are unable to read printed books because of disablement. With a view to making it possible for the visually handicapped to use their local public libraries, a committee was appointed in 1972 under the State Inspection of Public Libraries. Its terms of reference were to put forward proposals for the production of talking books to be distributed by the public libraries. With the recommendations of the

committee's report[1] in mind, the Danish Library Bureau (Bibliotekscentralen) began the production of talking books for sale to public libraries and school libraries in 1976. The first step towards decentralisation of the service was thus taken.

Talking books

By "talking book" we mean a book which has been recorded onto magnetic tape in either open reel or cassette format. The talking books from Bibliotekscentralen are produced on cassette tape, which is easier to handle and takes up less space than open reel tape. The recordings are housed in plastic holders which accommodate up to six cassettes each. The annual production is some 200 titles, of which a third consists of children's books. The recordings include older as well as new titles, both Danish and foreign authors, and maintain a balance between the literary genres represented. The selection of titles is made in association with the State Library for the Blind in order to coordinate the production of the two agencies.

Talking books from the Bibliotekscentralen and from the State Library for the Blind are produced in accordance with the Danish Copyright Law and are lent only to those persons with reading disabilities. An author has a right to compensation. However, in April 1981, new agreements have made it possible to extend the loan of talking books to other handicapped groups. Now, public libraries are able to lend talking books to all handicapped persons whose reading ability is so poor that a disproportionate amount of effort or time is necessary to read printed formats. This means that talking books can be used by backward people, by those who are word-blind, by those who are unaccustomed to reading and by those people who may, temporarily or permanently, be unable to read printed materials because of illness.

Libraries which have acquired talking books have noted that there is a great demand for this type of material and consequently there are problems in meeting the public's requirements because of the limited number of titles available. Talking books, like other audiovisual materials, are not included in the inter-library lending programme. As a result, a number of local authorities have established regional schemes of co-operation for the purchase of titles, for creating joint collections and for borrowing regulations, in order to give their clients as good a service as possible.

More recently, a number of publishers have begun the commercial production of talking books, by contractual agreements with their authors, and this may help towards satisfying the demand. In princi-

ple, such talking books can be borrowed by anyone. In practice, however, because of limited financial resources, their loan in many places is being temporarily restricted to those with reading handicaps. There is also close liaison with the publishers in order to ensure, amongst other matters, that the equipment necessary for the talking books is easy for the handicapped person to handle.

Talking newspapers

By "talking newspapers" we mean press matter which has been recorded on magnetic tape. It appeals to those who cannot read printed newspapers. The State Library for the Blind publishes a talking newspaper twice a week, which contains material from the national press. In order to make local news information available, a steadily increasing number of public libraries have, since 1978, produced and distributed local talking newspapers. These are sent out weekly in cassette format and the service is free. Talking newspapers consist primarily of material read from local papers and is supplemented with information from the library and the local authority. The articles are quoted verbatim. In this way the user is able to follow discussions and developments in his immediate community. Talking newspapers contain notices of cultural activities and also include information about practical matters which are important to the blind and partially sighted, e.g. changes in the flow of traffic, street works, etc.

The criteria for the selection of local information for inclusion in the talking newspaper are in accordance with the standard requirements in the Public Libraries Act relating to quality, comprehensiveness and topicality. Most of the libraries issuing talking newspapers have obtained permission from their local newspapers and journalists to record material without charge. Lately, however, some journalists have begun to demand a token payment. A discussion is currently taking place between librarians and journalists as to whose responsibility it is to select and collect articles for the talking newspapers. By Spring 1981, there were approximately twenty-five authorities producing talking newspapers. And in May 1981, an Act was passed in the Danish Parliament which now enables public libraries to take advantage of a special government grant to cover part of the first year costs involved in establishing a talking newspaper.

Statistics from one local authority, Gentofte, give an indication of the number of users of a talking newspaper. Out of a total population of 68,000, there are 170 users. The library has not yet made contact with all potential users, and consequently the figure is expected to increase as time passes.

16

The Danish CCTV Transcript-Reader. The camera scans the text to be read, and by electronic means transfers it to the TV screen in an enlargement of up to 36 times the size of the orginal print.
Foto: Poul Hilmer

Individual recording

Talking books and talking newspapers give the handicapped in reading access to only a limited part of the library's stock of printed materials. To extend this and to meet individual requirements one Danish Library, Rødovre, began an experiment with a special recording service in 1979. This project includes the recording of, for example, periodical and newspaper articles, laws, pamphlets, directions for use of items and also private papers. The only limitation is that complete books may not be recorded. The reading is recorded onto tape and dispatched free of charge. Subject requests can be met and a current awareness service for stated periodicals is offered. When a new issue of a periodical is received in the library, the subscriber is contacted by telephone and articles of interest can then be ordered for recording. Staff time for this service is estimated at forty hours a week, as the inhabitants of other neighbouring authorities (a total of 276,100 people) have been given the opportunity to use it as well.

The results from the experiment are published in a report[5] and form the basis of an evaluation of the general demand which will be useful to other libraries. The Individual Recording Service is now accessible to the handicapped in reading in Rødovre (38,000 inhabitants). Staff time is estimated at ten hours a week. The number of regular users is about fifteen persons.

Future services for the blind

Library services to Denmark's 10,000 or so blind persons have been the subject of considerable debate in both the national and the professional press in recent years. They have been critised on the grounds that the blind have access to a mere 2% of the library resources available to the rest of population. It has been stated that future services ought to be undertaken by the public libraries, on the grounds that decentralisation will place blind people on an equal footing with sighted citizens with regard to direct professional contact and assistance with library materials. The 1979 report on library services[6] accordingly recommends that services to the blind shall be included in the Public Libraries Act. It is recommended that the State Library for the Blind should in future move from the Ministry for Social Affairs to the Ministry of Cultural Affairs and act as a national central library with regard to the provision of talking books.

Other persons with reading difficulties

Apart from those people with visual and motor disorders, there are others in the population who have difficulty in mastering normal

printed text and who therefore have need for special consideration by the libraries. These include the backward in speech or reading, persons with hearing or speech impediments, the wordblind, aphasics and the mentally subnormal. There are further groups of persons such as those who are unaccustomed to reading and who, to a greater or lesser extent, can be regarded as handicapped in reading. The 1979 report on the handicapped in reading and libraries[4] thoroughly analyses the special demands which these various handicapped groups make on a library service, and considers how adequate provision is to be satisfactorily organised. All existing resources in Denmark are reviewed and proposals are made regarding possible local improvements. In connection with this, audiovisual materials are essential.

Text + tape

One of the firm proposals in the 1979 report[4] concerns the use of combined text + tape for backward readers. In this combination, the text of a specially easy-to-read book is recorded onto tape at a slower speaking rate than normal. While reading the book the user listens to the tape at the same time; in this way the backward reader gains practice in reading and gradually the tape may be dispensed with altogether. The text which is used must be suited to the particular reading handicaps of the various groups of users if this combination
18 of materials can work satisfactorily. The objective is that reading skills acquired with the aid of a specialist teacher can be maintained and developed through the resources offered by the public library. From 1968 onwards, one Danish library, Viby in Jutland, has gradually built up an all-round collection of these text + tape sets and these have been used to great advantage by both children and adult backward readers. From January 1981, the collection has been available from Århus Public Library, which is the first library in the country to establish an audiovisual room for children and adults with special facilities for the handicapped in reading. The stock includes talking books, language and speech recordings on disc, slides, books with special typography, easy reading books, and so on. To fulfill their plan, professional staff have received supplementary training in order to be able to give a completely professional library service to the users.

Visual materials

Visual materials such as films, television videotapes and slides are particularly applicable to the deaf, who not only have a hearing handicap but who may also be retarded in language.

Information provision for the deaf, who are dependant on sign language as means of communication (in Denmark this applies to

about 3,000 persons), is looked after centrally by an independant institution called Døvefilm Video, which is responsible to the Ministry for Social Affairs. Twice a month this institution produces a programme on television videotape containing news, information about social conditions, cultural activities and entertainment. The programme is given in sign language together with sound so that the deaf can watch together with their families. The television videotapes are sent direct to the user, who can also order and borrow previous programmes.

Music

The 1979 library report[6] recommends that collections of audio-visual materials, including recordings of music, shall be established in all public libraries within a specified time limit. A number of libraries already lend music recordings, and some of them make loans to hospital patients and residents in old people's homes as part of the libraries' outreach activity. Some libraries also give a service to prisons. Experience has shown that music has great significance for

Literature expressed in sign language in a Døvefilm Video programme.
Foto: Døvefilm Video

many sick and handicapped people who may temporarily or permanently find difficulty in concentrating on printed materials, because of the side effects of drug treatment. Music can also encourage an individual to live better with his handicap and can help to alleviate an isolated existence.

Equipment

The use of audiovisual materials requires equipment for replaying or projection. Apart from having the necessary apparatus available in the library, some authorities will lend equipment for use in the home. Handicapped persons living at home may be able to borrow the equipment they need, such as television videotape recorders and audio tape recorders, from the local Social Services Department. With regard to audio tape recorders, it is important that the models are suited to the individual person's handicap. For example, models exist with adjustable speech speeds, other models are specially easy to handle and there are also models with special indexing facilities.

Technical reading aids

Many people with visual and motor handicaps need reading aids if they are to use printed matter, particularly when they visit reference
20 departments in their public library. Examples of such aids are adjustable reading stands and special reading tables, pageturners, magnifying glasses and lamps suitable for the weak-sighted. (In this connection, the need for easy physical access to the library, appropiate layout and design of rooms, optimum lighting levels and good signs must be stressed as a matter of course). Some libraries have begun by establishing pleasant reading corners specially equiped with a selection of the above mentioned reading aids. The aids can also be used in different combinations according to the individual person's need. In these special areas, it is also possible to listen to talking books before borrowing. In 1978 one Danish library, Frederiksberg, carried out an experiment by installing closed circuit television (CCTV) in the reference department. This equipment magnifies text up to forty times. A librarian was assigned to instruct visually handicapped readers in the use of this aid and to give guidance to the library's resources. The results of the experiment showed that half of those taking part (52 out of 106) wished to use CCTV for reference enquiries, if it could be installed permanently in their local library. The library in question has now placed the equipment in the reference department, on a permanent basis.

Outreach librarianship

Handicapped persons, who cannot visit the library themselves, can

nevertheless share in its resources and the services it offers through the outreach activities of the library. By including audiovisual materials to supplement or replace the printed word, access to the library is extended to groups of people who have not hitherto been in the habit of using libraries.

In Denmark there is only a limited supply of specially adapted materials for these many different groups with reading problems. The report on the handicapped in reading[4] is proposing a central body to be set up to serve both as a source of ideas and as an initiator with regard to the production and distribution of new materials. Co-operation with corresponding bodies abroad is regarded as an immediate task.

Continuing developments in technology result in changes and improvements in equipment which make it easier for the handicapped to read, write and communicate. It is of the utmost importance for the public library to keep up to date with materials and equipment as this can result in placing handicapped people, sick children and adults on equal terms with other library users.

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AUDIO AND TACTILE BOOKS FOR BLIND AND PHYSICALLY HANDICAPPED INDIVIDUALS IN THE U.S.A.

by: Frank Kurt Cylke, David Kameras and Martha Robinson

History

The Library of Congress program that is now the National Library Service for the Blind and Physically Handicapped was born when President Herbert Hoover signed into law the Pratt-Smoot Act on March 3, 1931. The process that led to passage of the Act began more than two years earlier when three separate bills were submitted to Congress to provide embossed books for blind adult readers.

A national reading program was needed because the difficulty of producing, storing, and shipping these large volumes in small quantities made production by private industry unprofitable. Service-oriented nonprofit groups could produce braille books but only in limited amounts, and most were religious works, textbooks, or books for young readers. The demand for general material had increased as more people graduated from schools for blind students.

In 1933, with development of the long playing 33 1/3 rpm record and phonograph for this program, Congress authorized a major expansion to include recorded materials. Talking books have been provided since 1934. Congress again extended the program in 1952 to include children as well as blind adults, in 1962 to provide instructional music materials, and again in 1966 to include individuals with physical handicaps that prevent them from reading standard print.

The ensuing years have been marked by a pattern of steady growth in the program's scope and technical achievements. Magnetic tape cassettes make up the largest share of talking books distributed today. Total readership has grown to nearly 800,000.

But there is much yet to be done. NLS hopes to reach thousands of eligible readers still unaware of the services available to them. And new technological applications in engineering design and materials distribution promise improved access and services to patrons in the future.

NLS collection

Books are selected on the basis of their appeal to a wide range of interest. Bestsellers, biographies, fiction, and how-to-do-it books are in great demand. The national book collection currently contains more than 28,000 titles. Each year about 2,000 titles are mass-produced

for distribution through network libraries. Another 700 titles, recorded on tape or transcribed into braille by volunteers, are circulated in more limited quantities. Titles expected to be extremely popular are produced on flexible disc in several thousand copies and circulated to borrowers within several months of their publication in print form. Free subscriptions to more than seventy popular magazines on disc and in braille are also offered through the program. NLS utilizes the production capabilities of commercial, nonprofit, and volunteer outlets to produce quantities of books ranging from a few to more than a thousand copies. The quantity of any title produced is dependent on expected reader demand and the pertinency of the work to the network library collections. Additional reading materials are produced by regional and subregional libraries and other agencies to provide books of local and regional interest, and other publications not a part of the NLS collection. Persons interested in special music materials may receive them directly from the Music Section of NLS.

Equipment

The following equipment is loaned free to eligible readers as long as library materials are being borrowed: -

24 *Talking-Book Machine.* Plays hard and flexible discs at speeds of 33 1/3, 16 2/3 and 8 1/3 rpm (revolutions per minute).

Cassette-Book Machine. A machine for playback only, operating at speeds of 1 7/8 ips (inches per second), the speed of commercially recorded material, and 15/16 ips, the NLS standard speed. Includes 2-track and 4-track capability.

Headphones. May be used for private listening with either type of machine.

Pillowspeaker. For handicapped readers who are bedridden.

Amplifier. Boosts sound levels for readers with significant hearing disabilities. Distribution of the amplifier, which is used in conjunction with headphones on both machines, is tightly controlled because of the danger of permanent injury is presents to persons with normal hearing. A separate application requesting medical certification is required.

Tone Arm Clip. A plastic device attached to the talking-book machine tone arm for readers who have difficulty in grasping the tone arm.

Extension Levers. Provided for readers who have difficulty in operating the key controls of the cassette-book machine.

Remote Control Unit. Operates the on/off function of either machine for readers who are bedridden or who have otherwise limited mobility.

Talking book machine with headphones for private listening served as the basic sound reproducer for the National Library Service for the Blind and Physically Handicapped, Library of Congress, for 50 years. While no longer produced units will be in service for many years to come. The ability to play 33 1/3 rpm, 16 2/3 rpm, and 8 1/3 rpm proved useful to many individuals who utilized commercial recordings to supplement Library of Congress books and periodicals.

26 *Cassette Book Machine designed and produced by the National Library Service for the Blind and Physically Handicapped, Library of Congress. Both standard as well as four track, 1/2 speed cassettes may be heard. Playback only facility.*

Eligibility

The following persons are eligible for loan service: - -

1 Blind persons whose visual acuity, as determined by competent authority, is 20/200 or less in the better eye with correcting lenses, or whose widest diameter of visual field encompasses an angular distance of no greater than 20 degrees.

2 Other physically handicapped persons as follows:
   a Persons whose visual disability, with correction and regardless of optical measurement, is certified by competent authority as preventing the reading of standard printed material.
   b Persons certified by competent authority as unable to read or unable to use standard printed material as a result of physical limitations.
   c Persons certified by competent authority as having a reading disability resulting from organic dysfunction and of sufficient severity to prevent their reading printed material in a normal manner.

In cases of blindness, visual disability, or physical limitations, "competent authority" is defined to include doctors of medicine; doctors of osteopathy; ophthalmologists; optometrists; registered nurses; therapists; professional staff of hospitals, institutions, and public or welfare agencies (e.g., social workers, case workers, counsellors, rehabilitation teachers, and superintendents). In the absence of any of these, certification may be made by professional librarians or by any person whose competence under specific circumstances is acceptable to the Library of Congress.

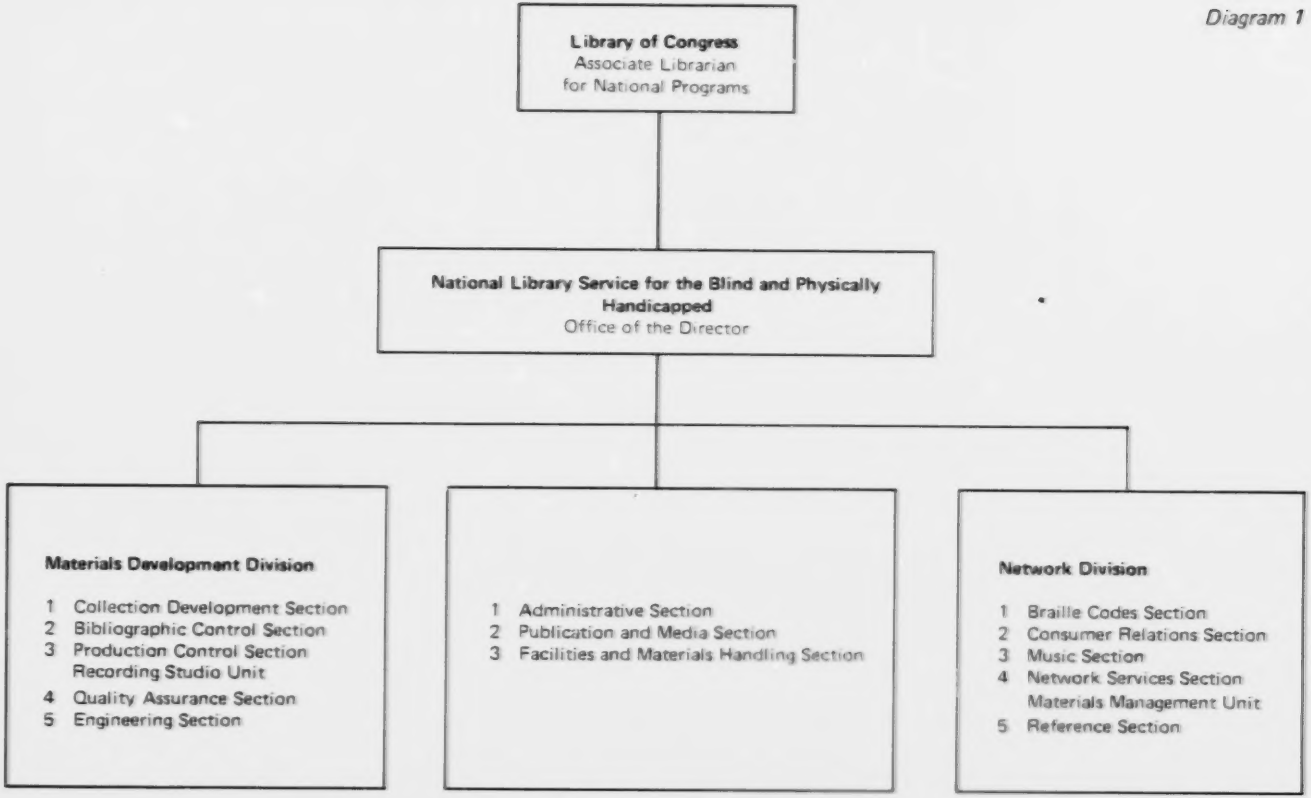
In the case of reading disability from organic dysfunction, competent authority is defined as doctors of medicine who may consult with colleagues in associated disciplines.

Qualified readers must be residents of the United States, including the several states, territories, insular possessions, and the District of Columbia, or American citizens, domiciled abroad.

In the lending of books, recordings, reproducers, musical scores, instructional texts, and other specialized materials, preference is given to the needs of the blind and other physically handicapped persons who have been honorably discharged from the armed forces of the United States.

The reading materials and sound reproducers may be loaned to individuals who qualify, to institutions such as nursing homes and hospitals, and to schools for the blind and physically handicapped for the use of such persons only. They may also be used in public or private schools where handicapped students are enrolled; however, the students must be certified as eligible on an individual basis and must be the direct and only recipients of the materials and equipment.

Diagram 1


Library of Congress
Associate Librarian
for National Programs
National Library Service for the Blind and Physically Handicapped
Office of the Director
Materials Development Division
1 Collection Development Section
2 Bibliographic Control Section
3 Production Control Section
Recording Studio Unit
4 Quality Assurance Section
5 Engineering Section
1 Administrative Section
2 Publication and Media Section
3 Facilities and Materials Handling Section
Network Division
1 Braille Codes Section
2 Consumer Relations Section
3 Music Section
4 Network Services Section
Materials Management Unit
5 Reference Section

NLS Organization

Office of the Director
The Office of the Director forms policy, plans programs, and administers the $33 million plus budget, of which over 90% goes directly for books, magazines, equipment, and publications used by patrons. An automation coordinator plans and initiates all significant NLS automation projects. A staff officer for research and development (R&D) considers research needs, identifies projects, and monitors their progress. Projects are addressed in terms of reader reaction, cost, production, and time and space considerations. Field testing and consumer participation are integral parts of the R&D process. The public resources officer is the principal liaison with postal authorities, resolving questions related to the free mailing privilege for reading materials used by blind and physically handicapped individuals.

Administrative Section
Responsible for personnel and fiscal matters, including coordination of contractual activities.

Publication and Media Section
Plans and oversees publication and production of magazines, catalogs, bibliographies, newsletters, brochures, and other materials distributed to patrons, network agencies, groups concerned with handicapped individuals, as well as the general public. This section also coordinates NLS exhibits at national conferences of health, education, and community service professionals, and develops mass media public service materials used by network librarians to help raise public awareness of the talking-book and braille reading program.

Facilities and Materials Handling Section
Coordinates shipping and receiving activities and maintenance of the NLS building.

Materials Development Division
The Materials Development Division selects, distributes, and oversees bibliographic control of reading materials, and develops, tests, evaluates, and distributes related equipment. Within this division, current models of playback machines for disc and cassette books undergo constant review for updating and improvement, and new products are tested. Those which have proved useful to patrons and which are also cost effective are incorporated into the program.
A special staff officer coordinates repair and maintenance of all

cassette and talking-book machine models in use by patrons. Thousands of volunteers from across the nation contribute their skills, tools, and space for machine maintenance.

Collection Development Section
Selects reading material on the basis of literary reviews, reader requests, and recommendations of network and consumer advisory committees. About 2,500 new and established titles are chosen each year for the national reading program to satisfy the reading interests of people of all ages and backgrounds. After selection, copyright permission is obtained from the publisher, and a decision is made as to whether the book will be recorded, brailled, or both. This section is also responsible for building a foreign language collection.

Bibliographic Control Section
Catalogs each new title and enters it in the NLS computer-produced microfiche catalog. This catalog, which is updated quarterly, is a complete record of the NLS national collection. It also lists local network-produced books available on interlibrary loan, plus holdings of other organizations, to create a national union catalog of books in special formats for blind and physically handicapped persons.

Production Control Section
Assigns books to various contractors for production in the determined format and quantity and oversees distribution to network libraries. Its Recording Studio Unit provides guidance to manufacturers and volunteers, and narrates a limited number of books and other materials.

Quality Assurance Section
Assures quality and performance of all braille and recorded materials, as well as all equipment produced for NLS under contract and by volunteers, in conformance with established standards and specifications. Control copies of every cassette, disc, and braille publication must be approved before final production and distribution. Contractor facilities are also periodically reviewed.

Engineering Section
Prepares detailed technical specifications for production of braille and recorded books and magazines, and certifies compliance with specifications.

Network Division
The Network Division manages activities related to network devel-

opment, guidance, and monitoring of service to users; determines user eligibility; and maintains liaison with related agencies, volunteers, consumers, and the general public.

Braille Codes Section
Prepares guides and teaching manuals on all codes of braille. Transcribing courses leading to official Library of Congress certification are offered to volunteers in literary, music, and math braille, usually through local groups or network libraries.

Consumer Relations Section
Maintains liaison with patrons and organized groups representing blind and physically handicapped individuals. This section circulates books to patrons who live abroad, handles international interlibrary loans, and assists network libraries in developing volunteer programs.

Music Section
Develops, maintains, and promotes direct services for blind, partially sighted, and physically handicapped musicians. The NLS music collection consists of more than 30,000 titles, including large-print and braille music scores and books about music, and recorded self-instructional courses on cassette and disc. NLS-produced music periodicals are also available by free subscription.

Network Services Section
Assists network libraries in carrying out their day-to-day activities. Staff consultants visit libraries to review their operations and offer guidance. The section maintains frequent contact with all four multistate centers (see diagram 2), and works closely with them to assure proper inventory and handling procedures for millions of dollars worth of playback equipment and accessories distributed to readers. It also develops audio-book production programs and provides guidance and training to volunteer-operated recording studios to promote high quality standards in book production. Interlibrary loan services are offered to network libraries, and subject bibliographies are compiled for mass distribution or to fill individual requests. A Materials Management Unit maintains and circulates NLS book collections, and coordinates a program for the re-distribution of excess copies of books among network libraries.

Reference Section
Provides reference and referral services to staff, network agencies, and the public. This section prepares circulars, bibliographies, and other publications on topics of concern to handicapped persons.

These are distributed without charge to answer the many inquiries about the national reading program and about various aspects of handicapping conditions. The Reference Section is also the repository for all current data and history on the NLS program.

Network of the National Library Service for the Blind and Physically Handicapped

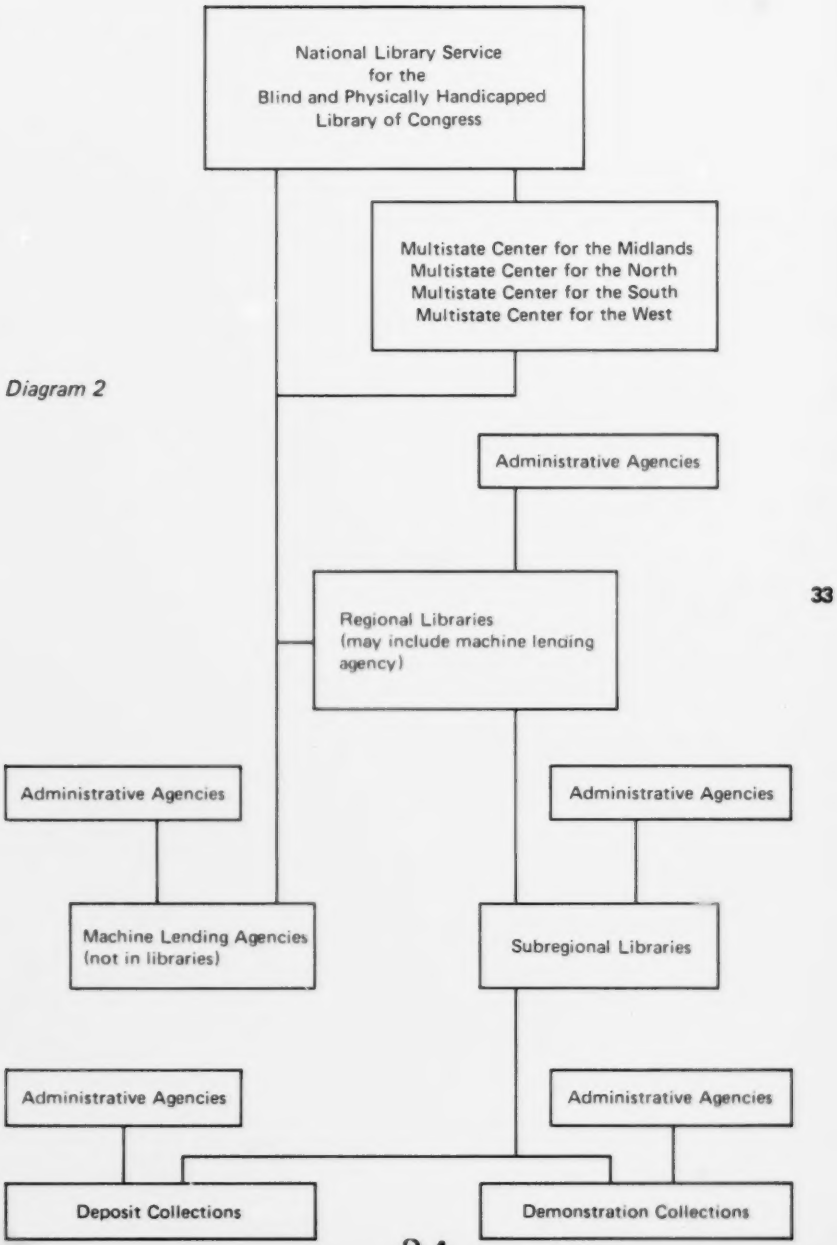

National Library Service for the Blind and Physically Handicapped Library of Congress
Multistate Center for the Midlands
Multistate Center for the North
Multistate Center for the South
Multistate Center for the West
Administrative Agencies
Regional Libraries (may include machine lending agency)
Administrative Agencies
Administrative Agencies
Machine Lending Agencies (not in libraries)
Subregional Libraries
Administrative Agencies
Administrative Agencies
Deposit Collections
Demonstration Collections

Diagram 2

Network

NLS administers its national reading program through a cooperative network that has grown from the original 18 libraries in 1931 to about 160 state and local libraries. This network services a total readership of nearly 800,000, circulating 600,000 braille items and more than 18 million recorded books and magazines each year.

The network is divided into four regions of approximately thirteen states each: North, South, West, and Midlands. Libraries in each region also belong to their own regional conference, headed by a chairperson and other officers elected by the libraries. Each region has a multistate center, a NLS agency that functions as a materials-support unit for its specified network libraries. The center houses and circulates national program library materials and promotion items, maintains special collections, and stores and circulates sound reproduction equipment.

As of 1981, the network has fifty-six regional libraries in forty-eight states, the District of Columbia, Puerto Rico, and the Virgin Islands. Routine services include book circulation, outreach, publicity, tape duplication, equipment assignment, publications distribution, reader advisory service, reference, and production of local interest materials.

Subregional libraries are local - usually public - libraries designated by a regional library, with NLS approval, to provide complete service to
34 the residents of a specified part of the regional library's jurisdiction. Generally their collections include recorded books only. Subregional libraries provide book services, publicity, reader assistance, and enlistment of public and volunteer support.

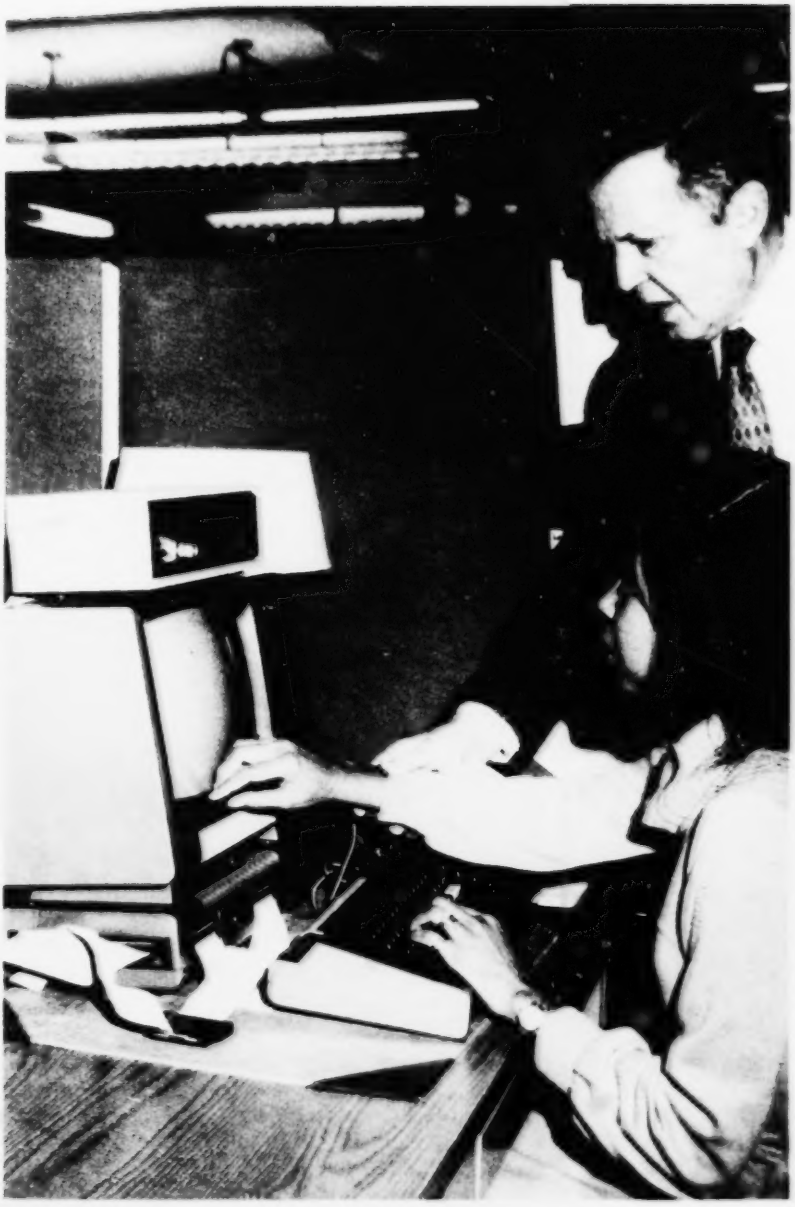
Machine-lending agencies are state and local organizations designated by NLS to receive, issue, and control federally owned and supplied equipment, including specially designed record players, cassette machines, and accessories.

Deposit collections include materials furnished to separate institutions, such as nursing homes, convalescent centers, hospitals, and public libraries with walk-in services. Demonstration collections are used for display and information purposes, or to provide emergency service to readers.

Publications

NLS publications inform readers of materials available through the free reading program, including descriptions of thousands of fiction and non-fiction books and magazines. They may also serve as reference tools for agencies, institutions, and media.

A blind National Library Service for the Blind and Physically Handicapped staff member reads a printed book on the Kurzweil Reading Machine.



A blind employee of the National Library Service for the Blind and Physically Handicapped, Library of Congress, is using an audio terminal to access an on-line bibliographic data base.

Ongoing Publications - Magazines and Newsletters

Braille Book Review. A bimonthly magazine in large-print and braille editions. Lists new press braille and handcopied braille books. A brief annotation describes each book.

Contemporary Sound Track: A Review of Pop, Jazz, Rock, and Country. Available only on cassette, this bimonthly publication contains articles selected from print magazines for readers interested in the popular music scene.

Musical Mainstream. A bimonthly magazine in braille, cassette, and large-print editions. Contains articles selected from print magazines. Articles are of general music interest and on the study and performance of the classics.

News. A bimonthly newsletter in print and in braille editions on current program developments, and international and network library activities.

Talking Book Topics. A bimonthly magazine in flexible disc and large-print editions. Lists new disc and cassette books. A brief annotation describes each book.

Update. A bimonthly newsletter in print and in braille editions on volunteer braille, recording, and machine-repair activities of the national program of library services for blind and physically handicapped individuals.

Catalogs

Cassette Books. Lists cassette titles that appeared in Talking Book Topics. Published annually.

For Younger Readers: Braille and Talking Books. Lists braille, cassette, and disc titles for younger readers that appeared in *Braille Book Review* and *Talking Book Topics.* Published biennially.

Libros Parlantes. A bilingual listing of Spanish-language materials available in cassette or disc. Includes a general index in Spanish and English.

Music and Musicians series. In large print and the format described in the specific catalog's title. Lists current NLS music collection titles by format in many musical interest areas, including braille scores for a variety of instruments, and instructional recordings for musicians.

Braille Books. Lists braille titles that appeared in *Braille Book Review.* Published biennially.

Talking Books Adult. Lists disc books announced in *Talking Book Topics.* Published biennially.

Subject Bibliographies

Bestsellers. Lists cassette, braille, and disc fiction bestsellers, 1900 to 1980.

Health. Lists braille, cassette, and disc books on the human body, physical health care, and medical history and research.
Home Management. Lists braille, cassette, and disc books for consumers on home improvement and living, including cooking, gardening, child care, and finance.
I Went to the Animal Fair. Lists braille, cassette, and disc books about animals. For children from preschool age to junior high level.
Magazines. Lists magazines available in braille, cassette, and disc.
Religion. Lists fiction and non-fiction braille, cassette, and disc books about religions around the world, and other inspirational subjects.
Science. Lists braille, cassette, and disc books on botany, astronomy, physics, and many other scientific and technological areas.
Science Fiction. Lists braille, cassette, and disc science fiction books.
Sports. Lists braille, cassette, and disc books about sports and outdoor activities, and books by sportswriters on sports.

General Information Brochures
Books Talk. A print and flexible disc brochure that describes the talking-book and braille program. Includes brief excerpts from talking books.
Libros Parlantes, Libros en Braille. Description of NLS foreign
38 language services.
A Music Library. Description of special large-print, recorded, and braille music materials and reference services available from NLS.
Reading Is for Everyone. A print brochure that explains the braille and talking-book program, and eligibility requirements.
Volunteers in Library Services for the Blind and Physically Handicapped. Description of volunteer activities, including braille transcription, narration of books, production of music materials, and machine repair.
Volunteer Repair Services. Description of talking-book machine repair program of Telephone Pioneers of America.

Braille Samples
Alphabet Card
Bookmark
Do You Know This Tune? Leaflet illustrating braille music transcription.

Directories and Reference Books
Library Resources for the Blind and Physically Handicapped. Descriptive and statistical index of NLS network libraries and machine-lending agencies.

Planning Barrier Free Libraries. Guide for renovation and construction of libraries serving blind and physically handicapped readers.
Volunteers Who Produce Books. A directory of volunteer groups and individuals across the nation who record and transcribe reading materials for blind and physically handicapped individuals.

Special Reference Services

Libraries, professionals and professional groups, and the public may request reference and referral services on the many aspects of blindness and physical handicaps (except medical and legal advice) from the NLS Reference Section. Materials on blindness and physical handicaps, including reprints of published articles and bibliographies, are produced regularly. Reference circulars on special topics, such as sports and games, braille instruction and writing equipment, and information for handicapped travelers, are also available.

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